

## Staffing Guide

<b>Position Description</b>			<b>Hotel Customer Service Agent</b>		
<b>What Determines Staffing Standard</b> (Circle key factors that apply)	<ul style="list-style-type: none"> <li>• Hours of Operation _____</li> <li>• Occupancy Rate _____</li> <li>• Seasonal/Peak Workload <u>X</u>_____</li> </ul>	<ul style="list-style-type: none"> <li>• Staff Supervised _____</li> <li>• Facility Layout _____</li> <li>• Facility Size <u>  X  </u>_____</li> </ul>	<ul style="list-style-type: none"> <li>• Facility Age _____</li> <li>• _____</li> <li>• _____</li> </ul>		
Workload/Staffing Comments:  <b>Only appropriate for extra large or super large properties. Number of positions based on hours of operation and large check-in/check-out periods</b>					
	Small (1-75 rooms)	Medium (76-199 rooms)	Large (200-399 rooms)	Extra Large (400-799 rooms)	Super Large (799+ rooms)
<b>Staffing Standard</b>	<b>Not Authorized</b>	<b>Not Authorized</b>	<b>Not Authorized</b>	<b>1 (NF-2)</b>	<b>1 (NF-2)</b>
<b>Alternate Staffing Standard (If Required)</b>	<b>None</b>	<b>None</b>	<b>None</b>	<b>None</b>	<b>None</b>
Explanation of Alternative Staffing Standard:					
Staffing Standard Footnotes  <b>Decision to establish this position is based on local management determination of actual workload.</b>					